

Exception Report	74	Version	2	Owner	KPMG Consulting
Issued	August 12, 2002	Test	TVV4	Role	Test Manager
Applicability	Michigan				

KPMG Consulting has observed instances where Ameritech has not provided Line Loss Notifications.

Issue

In order to verify that Ameritech properly provides Line Loss Notifications in a timely manner, Ameritech, working under the direction of KPMG Consulting, submitted Winback orders which should have generated 836 message Line Loss Notifications for the Test CLEC in Michigan. As per Performance Measure MI-13, the Test CLEC in Michigan should receive an 836 message within an hour of service order completion alerting the Test CLEC that the telephone number has been lost.

As of March 26, 2002, the Test CLEC has not received 836 notifications for the 14 Winback orders submitted by Ameritech. This constitutes a failure rate of 100 percent. Specific discrepancies are listed below.

BTN	Customer Type	Date Sent	Date Completed
248-213-1358	BUS	3/11/2002	3/13/2002
248-350-1171	BUS	3/15/2002	3/19/2002
517-788-8802	BUS	3/15/2002	3/19/2002
586-781-6382	BUS	3/11/2002	3/13/2002
586-792-1255	BUS	3/11/2002	3/13/2002
586-792-9518	BUS	3/11/2002	3/13/2002
616-934-9035	BUS	3/15/2002	3/19/2002
616-934-9070	BUS	3/15/2002	3/19/2002
734-513-2651	BUS	3/13/2002	3/15/2002
734-913-4968	BUS	3/11/2002	3/13/2002
734-994-9216	BUS	3/15/2002	3/19/2002
906-774-3041	BUS	3/15/2002	3/19/2002
906-779-4231	BUS	3/13/2002	3/15/2002
989-671-9254	BUS	3/15/2002	3/18/2002

Assessment

Incorrect handling of line loss notifications will result in the CLEC continuing to bill the customer. This may cause the customer to be double billed by the original CLEC and by Ameritech.

Version 2: August 12, 2002

During the retest for this Exception Report, KPMG Consulting reviewed 169 Winback and CLEC to CLEC Migration orders for which the Test CLEC should have received Line Loss Notifications and found 33 orders with discrepancies, constituting a failure rate of 19.5 percent. The Test CLEC did not receive Line Loss notifications within an hour for 6 of the 99 Winback orders (Exhibit 1). Furthermore, out of 70 CLEC to CLEC Migrations, the Test CLEC did not receive Line Loss Notifications within an hour for 27 orders (Exhibit 2). Specific discrepancies are listed in the Exhibits below.

This exception report is for discussion purposes only and is subject to change without notice.

Exhibit 1: Winbacks that did not receive a Line Loss notification within 1 hour.

BTN	TN (Line to Win back)	Date/Time Sent	Date/Time Completed	Error
5178414893	5178414893	07/11/02 06:50A	No Time stamp	No Notification received
2482634950	2482634955	07/18/02 06:55P	7/22/2002 8:05:28 PM	Notification was not received within 1 hour
2482634950	2482634954	07/18/02 06:55P	7/22/2002 8:05:28 PM	Notification was not received within 1 hour
2486181014	2486186840	07/09/02 06:56P	7/9/2002 9:10:11 PM	Notification was not received within 1 hour
2486181014	2486186839	07/09/02 06:56P	7/9/2002 9:10:11 PM	Notification was not received within 1 hour
2486181014	2486181015	07/09/02 06:56P	7/9/2002 9:10:11 PM	Notification was not received within 1 hour

Exhibit 2: CELC to CLEC Migrations that did not receive a Line Loss notification within 1 hour.

PON	VER	TN	Date/Time Sent	Date/Time Completed	Error
019012PEMEP00101	01	9896719763	7/10/02 7:32 AM	No Time Stamp	No Notification received
019012PEMEP00101	01	9896719757	7/10/02 7:32 AM	No Time Stamp	No Notification received
019012PEMEP00102	01	9067795095	7/3/02 7:50 PM	No Time Stamp	No Notification received
019012PEMEP00102	01	9067799095	7/3/02 7:50 PM	No Time Stamp	No Notification received
019012PEMEP00103	03	2486730257	7/1/02 7:19 PM	No Time Stamp	No Notification received
019012PEMEP00103	03	2486737165	7/1/02 7:19 PM	No Time Stamp	No Notification received
019012PEMEP00104	03	2486735773	7/1/02 7:19 PM	No Time Stamp	No Notification received
019012PEMEP00104	03	2486734164	7/1/02 7:19 PM	No Time Stamp	No Notification received
019012PEMEP00106	02	7349949547	6/28/02 8:00 PM	No Time Stamp	No Notification received
019012PEMEP00106	02	7349949564	6/28/02 8:00 PM	No Time Stamp	No Notification received
019012PEMEP00107	04	5867908255	6/28/02 7:44 PM	No Time Stamp	No Notification received
019012PEMEP00107	04	5867901573	6/28/02 7:44 PM	No Time Stamp	No Notification received
019031PEMMP00107	02	2486735249	07/24/02 06:32 PM	07/28/02 09:04 PM	Notification was not received within 1 hour
019041PEMMP00115	01	6169349466	5/17/02 12:00 PM	05/28/02 05:23 PM	Notification was not received within 1 hour
019051PEMAP00111	02	5177969467	07/12/02 11:36 AM	No Time Stamp	No Notification received
019051PEMAP00112	02	6169268946	07/12/02 11:36 AM	No Time Stamp	No Notification

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PON	VER	TN	Date/Time Sent	Date/Time Completed	Error
					received
019051PEMAP00113	02	7345138590	07/15/02 02:14 PM	No Time Stamp	No Notification received
019051PEMAP00114	01	6169268983	07/15/02 02:14 PM	No Time Stamp	No Notification received
019051PEMAP00115	01	5177969749	07/15/02 02:14 PM	No Time Stamp	No Notification received
019051PEMAP00116	01	6169269003	07/15/02 02:14 PM	No Time Stamp	No Notification received
019051PEMAP00117	01	2486189649	07/15/02 02:14 PM	No Time Stamp	No Notification received
019051PEMAP00118	01	5177969753	07/15/02 11:34 AM	No Time Stamp	No Notification received
019051PEMAP00119	02	2483578323	07/22/02 11:39 AM	No Time Stamp	No Notification received
019051PEMAP00120	02	5869921142	07/16/02 02:21 PM	No Time Stamp	No Notification received
019051PEMAP00121	03	6169268946	07/08/02 06:33 PM	No Time Stamp	No Notification received
019051PEMAP00122	02	2486189768	07/23/02 02:21 PM	No Time Stamp	No Notification received
019051PEMAP00123	04	5177969073	07/11/02 06:34 PM	No Time Stamp	No Notification received

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